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Preface

These Release Notes describe the contents, system requirements, installation instructions, and known issues (with workarounds, where applicable) for Bull System Manager Version 1.1.x.

Release Identification

The name of the present release is Bull System Manager 1.1.x. This identifier is displayed on the installation CD-ROM home page:

![Bull System Manager Installation CD-ROM home page](image1)

Figure 1-1. Bull System Manager Installation CD-ROM home page

After installation, this identifier is displayed on the Management Server home page:

![Bull System Manager Server home page](image2)

Figure 1-2. Bull System Manager Server home page
Chapter 1. Contents

1.1 Bull System Manager Components

This release contains the following components:

Management Console for:
- Linux and Windows (32 bits)
- Linux and Windows (64 bits) with functional restrictions (*)
  (*): A console without the Java plugin, therefore without local applications in the toolbar.

Note  AIX web browser and Java plugins have not been fully qualified but should work.

Management Server and Server Add-ons for:
- Linux Redhat AS, ES or WS 5.0 (32 bits)
- Linux SuSE ES 10 (32 bits)
- Linux XBAS (32 bits)
- Windows 2003 (32 bits and 64 bits)
- Windows 2008 (32 bits and 64 bits)

Management Agent for:
- Linux Redhat AS, ES or WS 2.1 (32 bits and 64 bits)
- Linux Redhat AS, ES or WS 3.0 (32 and 64 bits)
- Linux Redhat AS, ES or WS 4.0 (32 bits and 64 bits)
- Linux Redhat AS, ES or WS 5.0 (32 bits and 64 bits)
- Linux SuSE ES 8 (32 bits and 64 bits)
- Linux SuSE ES 9 (32 bits and 64 bits)
- Linux SuSE ES 10 (32 bits and 64 bits)
- Linux Bull AS 3 (64 bits)
- Linux Bull AS 4 (64 bits)
- Linux XBAS (32 bits)
- Windows 2000 (32 bits)
- Windows 2003 (32 bits and 64 bits)
- Windows 2008 (32 bits and 64 bits)
- AIX 5 & 6.1 (Power5 & Power6)

Hardware Management Commands for:
- Linux Redhat AS, ES or WS 4.0 (32 and 64 bits)
- Linux Redhat AS, ES or WS 5.0 (32 bits and 64 bits)
- Linux SuSE ES 9 (32 bits and 64 bits)
- Linux SuSE ES 10 (32 bits and 64 bits)
- Linux XBAS (32 bits)
- AIX 5 & 6.1 (Power5 & Power6)
1.2 Bull System Manager CD-ROM Contents

Bull System Manager CD-ROM product sub-directories contain the following components:

1.2.1 Server

Linux: BSMServer-1.1-x.i386.rpm
BSMWebinstall-1.1-x.rpm

Windows: BSMServer-1.1-x.exe
BSMWebinstall-1.1-x.exe

1.2.2 mgtpack (Server Add-ons)

This release provides several Bull System Manager Server Add-ons. All are delivered on the Bull System Manager CD-ROM.

<table>
<thead>
<tr>
<th>System Domain</th>
<th>Server Add-on</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal Storage</td>
<td>LSI GAMTT Mgt Package</td>
</tr>
<tr>
<td></td>
<td>LSI CIM Mgt Package</td>
</tr>
<tr>
<td></td>
<td>LSI MegaRaid SAS Mgt Package</td>
</tr>
<tr>
<td>External Storage</td>
<td>StoreWay FDA Mgt Package (support also OPTIMA)</td>
</tr>
<tr>
<td></td>
<td>EMC CLARiiON Mgt Package</td>
</tr>
<tr>
<td></td>
<td>NetApp Mgt Package</td>
</tr>
<tr>
<td></td>
<td>StoreWay DPA Mgt Package</td>
</tr>
<tr>
<td>External Device</td>
<td>Bull Water Cooled Door Mgt Package</td>
</tr>
<tr>
<td>Bull Tools Management</td>
<td>Dynamic Domains Mgt Package</td>
</tr>
<tr>
<td></td>
<td>Bull Video Service Mgt Package</td>
</tr>
<tr>
<td></td>
<td>JOnAS framework Mgt Package</td>
</tr>
<tr>
<td>Virtualization Management</td>
<td>Vmware ESX Mgt Package</td>
</tr>
<tr>
<td></td>
<td>VirtualCenter Mgt Package</td>
</tr>
<tr>
<td></td>
<td>Xen HyperNova Master Mgt Package</td>
</tr>
<tr>
<td></td>
<td>Escala LPAR Mgt Package</td>
</tr>
</tbody>
</table>

Each Server Add-on is described in the document BSM 1.1 Server Add-ons Installation and Administration Guide, 86 A2 59FA.
1.2.3 Agents

AIX: BSMAgent-1.1-x.ppc.rpm
Linux: BSMAgent-1.1-x.i386.rpm
       BSMAgent-1.1-x.ia64.rpm
       BSMAgent-1.1-x.src.rpm
       Webmin-1.470-1.noarch.rpm
Windows: BSMAgent-1.1-x.ia64.exe
         BSMAgent-1.1-x.exe

1.2.4 Hardware Management Commands

Linux: BSMHW-1.1-x.i386.rpm
       BSMHW-1.1-x.ia64.rpm

1.2.5 java

Linux: jre-1_5_0_06-linux-i586.rpm
Windows: jre-1_5_0_06-windows-i586.exe

1.2.6 Tools

Windows: tightvnc-1.2.9-setup.exe
1.3 Bull System Manager Documentation

This release contains the following documentation in Adobe Portable Document Format (.PDF):

- Bull System Manager - Release Notes (86 A2 57FA)
- Bull System Manager - Installation Guide (86 A2 54FA)
- Bull System Manager - Administrator’s Guide (86 A2 56FA)
- Bull System Manager - User’s Guide (86 A2 55FA)
- Bull System Manager - Server Add-ons - Installation and Administrator’s Guide (86 A2 59FA)
- Remote HW Management CLI Reference Manual (86 A2 58FA)

Note: You can open all these documents (except the Release Notes) from the readme.html file on the CD-ROM and from the Bull System Manager Server home page.

1.4 New Features

- Integration of the OpenSource tool: OCS Inventory NG for Windows, Linux and AIX target systems.
- Support of new NS 9006 system.
- Support of new StoreWay OPTIMA devices (sourced by NEC).
- VMware VMs can be monitored not only via ESX management tools but also via VirtualCenter.

1.5 Improvements

- The graphical Management Tree uses AJAX technology instead of Java applet one.
- The BSM server part can be installed on a Windows 2008 system.
- The numerical indicators data (managed by MRTG) can be exported periodically and sent by mail.
- a new default “Network.NIC_status” monitoring service for Windows targets.
- a new default “Syslog.AllEvents” monitoring service for Linux targets.

1.6 Bug Correction

The following issues have been resolved: N/A.
Chapter 2. Installation

2.1 General Requirements

General requirements are set out in:


2.2 Specific Requirements

2.2.1 Management Server Add-ons

Install and Operational requirements are described in Chapter 2 of the Server Add-ons Installation and Administrator’s Guide, delivered on the Bull System Manager CD-ROM (doc/mgtpack/pdf/AddonsGuide.pdf).

2.2.2 Management Server – Linux

Operational requirements are described in Chapter 4 of the Installation Guide, delivered on the Bull System Manager CD-ROM (doc/pdf/InstallGuide.pdf).

Perl Modules

The following packages required for sending and receiving SNMP traps are not always present on the Linux distribution CD-ROM. To avoid downloading these packages, they are delivered on the Bull System Manager CD-ROM, in the misc directory:

- perl-Config-IniFiles-2.37-8.noarch.rpm
- perl-Net-SNMP-5.0.1-1.1.fc3.rf.noarch.rpm

Install this package with the --nodeps option.

Disable SELinux

The SELinux must be disabled for Bull System Manager to run correctly.

Edit the /etc/selinux/config file, set the SELINUX variable to disabled and reboot the system.

2.2.3 Hardware Management CLI

The Hardware Management CLI requires a PAM 7.15.3 release (or higher) to manage NovaScale 5000 & 6000 Series servers.
2.2.4 Bull System Manager and other Cygwin applications Cohabitation

**RESTRICTION on Windows Systems**

Bull System Manager Server CANNOT be installed on the same Windows server host than another cygwin-based application and reciprocally. This is due to conflicts between Cygwin applications on the same host.

**Note** It is the case with a previous NovaScale Master application.

2.2.5 Web Browser Options for Controlling Popups

The Bull System Manager application uses the **Pop-up Window** technology. Do NOT deactivate this feature from your Internet Browser otherwise Bull System Manager will not work correctly.

2.2.5.1 Mozilla Firefox

The Mozilla Firefox Browser **Popup blocking** or Mozilla Browser **Privacy & Security** options must be configured to allow Bull System Manager to open popup windows.

**Note** Certain WEB applications MAY automatically reconfigure your browser to prevent popup windows from opening.

By default, Mozilla Firefox blocks **ALL** popup windows.

You can allow **ALL** popup windows to open by unchecking the **Block Popup Windows** box in the **Options > Web Features** dialog, as shown below:

![Figure 2-1. Allowing ALL popup windows](image)

```text
Figure 2-1. Allowing ALL popup windows
```
You can allow certain popup windows to open by checking the Block Popup Windows box in the Options > Web Features dialog and listing allowed sites, as shown below:

![Figure 2-2. Allowing CERTAIN popup windows](image)

### 2.2.5.2 Internet Explorer

Certain versions of Internet Explorer prevent popup windows from opening (Security panel > Use Popup Blocker). This option must be disabled for the Web zone of the Bull System Manager server.
2.3 Installation Notes

Installation and uninstallation procedures are set out in:


2.4 Installation logs files

During the installation, logs files are generated in the following directory:

“<BSM Home directory>/engine/tmp/*.log”
Chapter 3. Migration & Re-install

3.1 Migration from NovaScale Master Version 5.3.x

Call your Bull support contact before performing this kind of migration.

3.2 Migration from BSM Version 1.0.x

The migration of BSM server part from BSM 1.0.x is managed automatically during the installation, except for:

- Numerical indicators using the SNMP collect mode: you must reconfigure them.

Nb: To do this, you just have to launch the BSM configuration GUI, select each concerned indicators and click on OK button. Then make a final Save&Reload.

3.3 Re-installing the Release without Losing Current Configuration

3.3.1 Windows

If required, you can re-install the same release of Bull System Manager Server or Server Add-ons via the Setup file without losing the current configuration.

3.3.2 Linux

If required, you can re-install the same release of Bull System Manager Server or Server Add-ons via the rpm file without losing the current configuration.

Execute the following rpm command from the directory containing the rpm file:

Server:

```
rpm -Uvh --force BSMServer-1.1.x.<arch>.rpm
```

Add-ons:

```
rpm -Uvh -force BSM<tiercetool>-1.1.x.noarch.rpm
```
Chapter 4. Problems: Solutions and Workarounds

4.1 Bull System Manager Installation

4.1.1 Cohabitation with NovaScale Master

The server part of BSM CANNOT cohabit with the NovaScale Master server part. Whereas, the BSM agent part and the BSM hardware commands CAN cohabit with the NovaScale Master ones. The server part of BSM CANNOT use the NovaScale Master agent part.

4.1.2 Restriction with BSM 1.0-x agent

The server part of BSM 1.1 CANNOT use BSM 1.0-x agent to collect inventory information.

4.1.3 Migration from BSM 1.0-x server

WARNING
A BSM map containing Categories instances will be no more supported. The categories elements are not deleted automatically during the migration. So, you have to remove them from the map elementList via the BSM Configuration WEB GUI.

4.1.4 Cohabitation with OCS Inventory

On Linux, BSM server embarks OCS inventory in its package and cannot cohabit with another OCS inventory product. The problem is due to the configuration files loaded by Apache (duplicate perl variables).

4.1.5 Installation

ISSUE:
An Error message appears when a tab is selected in the Server installation page launched from the CD-ROM.
This exceptional issue is probably due to a Web Browser synchronization error. The corresponding HTML page has not finished building when the dynamic code is called.

Workaround:
Close your Web Browser and restart the installation process.
ISSUE:
Two ambiguous popups, one labeled “After installation please click Next”, another labeled “Do not click before finish install” appear when I insert the CD-ROM. These popups may be automatically generated by the Windows OS. However, they do not block installation.

Workaround:
Observe popup information. DO NOT close these windows before the end of installation.

ISSUE:
I can’t launched script shell (install_server.sh, checkEnv.sh,…) from the mounted BSM CDROM on Linux.
A “permission denied” message appears when I try to launch these scripts. This issue is probably due to a bad automatic mount of the CDROM without execution rights.

Workaround:
Unmount the CDROM media, and mount it manually without forgetting the “-o exec” option in the command line.

4.1.6 During Installation

ISSUE:
On my Windows Bull System Manager server, the message “Bull System Manager is running, Please stop Bull System Manager Server services and start installation again” is displayed even when Bull System Manager services have been stopped. This issue is probably due to the presence of cygwin processes and so, the …/engine/bin/cygwin1.dll is locked by the OS.

Workaround:
From the windows Task Manager, end all the processes with following names:
- bsm_nagios.exe
- bash.exe
- sh.exe
- perl.exe
- check_* .exe
If this is not sufficient, you will have to reboot the Windows OS before trying to migrate Bull System Manager again.
And…If this is not sufficient again, you can rename the “…/engine/bin/cygwin1.dll” file and retry the to migrate Bull System.

ISSUE:
On Windows 2008, the installation fails if the Data Execution Prevention is not set to “Turn on DEP for essential Windows programs and services only”.

To access to this information, click on Control Panel->System->Advanced system settings->Performance settings->Data execution prevention.
Data Execution Prevention (DEP) helps protect against damage from viruses and other security threats. **How does it work?**

- Turn on DEP for essential Windows programs and services only.
- Turn on DEP for all programs and services except those I select:

Your computer’s processor does not support hardware-based DEP. However, Windows can use DEP software to help prevent some types of attacks.
4.1.7 Uninstallation

**WARNING:**
On WINDOWS, the WINPCAP tool is not uninstalled during the Bull System Manager server part uninstall.

**ISSUE:**
After the server part uninstallation, an “eventlog.dll” may be always present in the directory “<BSM directory>/engine/bin”
This issue is probably due to the presence of a WINDOWS system lock about this DLL.

**Workaround:**
This directory MAY be deleted after a system reboot.

**ISSUE:**
During upgrade or uninstallation of Windows Management Agents, a ‘Locked File detected’ popup may appear with the following message:

```
An option you selected requires that files ...
A locked file, \Program Files\Bull\Bull System Manager Agent\bin\bsmmmon.exe
was found ...
```

This issue is probably due to the presence of a WMI process (wmiprvse.exe) attached to bsmmon.exe or bsman.exe.

**Workaround:**
- Stop the Windows Management Instrumentation service using the Service Control Manager. Depending on the products installed on the server, stopping the WMI service may also stop other services.
- Click the Retry button of the Locked File Detected popup.
- Restart the Windows Management Instrumentation service and the other services previously stopped.
If this procedure does not succeed, reboot the server in order to unlock bsmmon.exe and bsman.exe files.

**ISSUE:**
On Windows, a catastrophic failure can happen during BSM server uninstallation.

**Workaround:**
Retry BSM server uninstallation.

If uninstallation fails again:
- uninstall and re-install another InstallShield package, for instance BSMAgent (to set the InstallShield engine to a coherent state)
- Retry BSM server uninstallation
4.1.8 Server Addons Installation

**ISSUE:**
On Windows, the setup process of a Server Addons installation still hangs after a long time.
This issue can happen randomly.

**Workaround:**
When this issue happens, you can terminate the setup process via the “Task Manager” tool. Then relaunch the installation of the Server addons package via the BSM CD-ROM.

**ISSUE:**
On Linux, the rpm –Uvh... command crashes with the following message: “...not an rpm package (or package manifest): Input/output error “. This issue may happen because of a wrong default configuration of the mount command.

**Workaround:**
When this issue happens, you can copy the rpm file from the CD-ROM to the local /tmp file and use again the rpm command in the /tmp directory.
If the problem persists, call your Bull Support contact.

4.2 Third-Party Tools

**ISSUE:**
During UltraVNC tools installation on Windows, a popup appears with the following message: “Winvnc video hook driver has not passed Windows Logo testing to verify its compatibility with this version of Windows....”.

**Workaround:**
Click the **Continue Anyway** button to continue VNC tool installation.
4.3 Bull System Manager Configuration

4.3.1 WEB GUI Access on Windows

ISSUE:
I cannot connect to the Configuration Tool Web GUI (neither from the OS menu, nor from the Bull System Manager Home Page).
This issue is certainly due to the fact that the server local hostname is resolved with “127.0.0.1”.

Workaround:
Verify the host file and/or the DNS configuration. If required, resolve the hostname with the public external IP address.

4.3.2 WEB GUI Launching Hang (randomly)

ISSUE:
The WEB GUI launching hangs (waiting cursor never stopping) and causes all other BSM pages to not respond to anything.
This issue is due to hang of Apache Server on PHP 5.2 exec call (PHP Bug #44942).

Workaround:
Stop and restart the Apache Server.

4.3.3 cmd.exe Window may appear locally on the Bull System Manager server during the use of the Configuration Tool Web GUI

ISSUE:
cmd.exe window appears when executing some configuration steps.
This behavior is specific to Bull System Manager Configuration application launched locally on the Bull System Manager Server, installed on a Windows OS and running with IIS. This behavior is observed when, in IE configuration, the Security/Custom option is set to “Automatic logon”.

Workaround:
In order to prevent this behavior, you MUST set the Security/Custom option to “Prompt for user name and password”. 
4.3.4 Edit Console/Users & Roles on Windows

RESTRICTION:

For Administrator role, you can only add a Bull System Manager user to a French or English Windows version.
This issue is due to a prerequisite for this user to be a member of the local Windows group “Administrators” or “Administrateurs”.

Workaround:
It is not recommended but you can disable the control of the Bull System Manager user by modifying the value of the PHP CHECK_USER constant:

- Edit the file:
  <Bull System Manager install directory>/core/share/bsmConfig/bsm_local.inc

- Modify the line:
  define("CHECK_USER",1)
  as follows:
  define("CHECK_USER",0)

4.3.5 Warning Messages on the Web GUI Home Page

ISSUE:
Warning messages appear when I launch the Web GI Configuration tool. These messages generally depend on the Bull System Manager Server PHP version and arise when certain optional files are missing. These messages do not interfere with operation.

4.3.6 Warning Message during Save & Reload Configuration

WARNING:
There is no change in the Bull System Manager console after a successful configuration change via the Bull System Manager Configuration WEB GUI. Save&Reload may not report a process crash during configuration file generation.

Workaround:
Edit the <Bull System Manager Directory>/core/share/log/checkConfig.log.txt file to see if the WRITING process has worked correctly.

WARNING
If there is a definition error for a host (a bad BSM server network name for instance), the BSM Nagios reload will not be executed because of a Java error. But, instead of this error, the BSM MRTG will be reloaded with probably bad indicators associated with this bad Host.
### 4.3.7 Warning Message on Focus service

**ISSUE:**
This warning message appears when I launch Save & Reload Configuration from the Configuration tool:

**WARNING:** the FOCUS service (CPU) is defined with an INACTIVE host: FRCLS1704

**Workaround:**
This warning message may appear in two cases:
- You have deactivated the host and the definition of the Focus Area is no longer valid.
  Reactivate the host or modify the definition of the Focus Area.
- You have disabled the Supervision feature (ActiveFeatures menu under the GlobalSetting tab), resulting in the deactivation of all hosts. Therefore, all applications requiring the Supervision features as Focus Area are no longer displayed in the Bull System Manager Console. This warning message is of no consequence.

### 4.3.8 Unsupported Characters

**RESTRICTION:**
The following characters are not supported in any text field:
- [] brackets,
- = equal sign,
- ; semicolon
- " commas (only accepted in the check parameters of a monitoring Service Object)

Moreover, The blanks are not supported in the indicator “graph legend” field.
4.3.9 Object Name

RESTRICTION:
The object name MUST be different from the following strings which are reserved keys or formats:
- “*<string>”
- “none”
- “!<string>”
- “auto”
- “<string>_CMM”
- “<string>_PAM”
- “<string>_mgr”
- “<string>_IVM”
- “<string>_HNMaster”
(where <string> may be any string).

RESTRICTION:
When the manager is hosted on a configured host, the host name SHOULD be different from the manager name. If not, the manager name is suffixed by “_mgr” during the “Save & Reload” phase BUT is not shown in the FOCUS area hosts listbox in the Configuration GUI.
Furthermore, all manager names (Hardware & Storage) MUST be different even if they manage the same host.

4.3.10 Notification: Mail Server Configuration

ISSUE:
When I use the Configuration Web GUI on a Linux Bull System Manager server, I cannot find a configured Mail server and I cannot find a “New” button to add one.
On a Linux server, the Mail server is supposed to be the local sendmail. Therefore, only one potential mail server is configured and may not be present.

Workaround:
Add the following line to the mail_list.cfg text file:

```
mail_server[local]=the local mail server (sendmail in general) is used.;mail_server_name=localhost;smtp_port=local;enable_mail=0
```

Note: The mail_list.cfg text file is in the following directory:
```
/opt/BSMServer/core/etc/predefined
```
ISSUE:
On a Linux Bull System Manager server, configured Mail server data does not match configured "sendmail" data.
On a Linux server, the Mail server configuration contains non-modifiable attributes. The server name and SMTP port attributes are only indicative values and are not used as input values during the Save&Reload process.

4.3.11 Host Definition: Bull Blade Chassis Edition

ISSUE:
Message 'Unexpected error: Undefined variable; align" returned by the Discover action.
On SuSE SLES 9, two versions of net-snmp are delivered, but only one is compatible with php-snmp. The correct version of net-snmp is 5.1-80.3 and not 5.2.1-5.2.

Workaround:
Using Yast, update the net-snmp package to version 5.1-80.3.

RESTRICTION:
Automatic discovery of the blade server from the CMM is not supported on a RedHat AS 3.0 Bull System Manager server.
The SNMP extension is not available with the delivered PHP version. Consequently, you cannot request the CMM to retrieve the list of blade servers. You must enter the list manually.

4.3.12 Group Definition: no category displayed in elementList

ISSUE:
Categories are no listed in the "All Objects" list.

RESTRICTION:
Category can’t be added as element of Group, as it was possible in the later version..
This feature has been removed from the current version.

4.3.13 Reporting: mrtg.log at save&reload

ISSUE:
When mrtg (the process for reporting) processes an indicator, it tries to read (in core/share/reporting/var) the log associated to the indicator (host+indicName.log). If it does not find it (which is the normal case for a new indicator), it writes a warning in mrtg.log (could not read the primary log file for ...). It processes also the backup log of the indicator (host+indicName.old). As it does not find it (which is the normal case for a new indicator), it writes three warnings in mrtg.log ("the backup log file for ... was invalid as well" and "can’t remove ....old updating log file" and "can’t rename xx.log to xx.old updating log file").
These warnings are just information and the indicator is correctly processed.
In the log, we can find also some messages like “use of uninitialized value in concatenation (.) or string at ./mrtg line 1199” and line 1208, which correspond to the writing of html comments in the html file associated to the indicator. These messages are not important. The indicator is correctly processed.

4.3.14 Reporting: Mibs Browsing

RESTRICTION:
Numerical oid search:
• Mibs browsing is not fully supported on a RedHat AS 3.0 Bull System Manager server
• The “Browse Mibs”, “Get value” and “Test filter” buttons do not work on a RedHat AS 3 Bull System Manager server.

RedHat AS 3
The SNMP extension is not available with the delivered PHP version. For the same reason as above, the numerical oid must be set manually. The Browse Mibs, Get value and Test filter buttons do not work. The list of these identifiers must be obtained by another means.

ISSUE:
During MIB browsing, the following type of error message may appear:

```
The value of MYLEXRAID-MIB::a7ReadRequests.0.0.1 on BSM-W is:
Host ’BSM-W’ cannot be accessed thru snmp protocol, on this oid
(MYLEXRAID-MIB::a7ReadRequests.0.0.1).
Either the snmp service is not started on the ’BSM-W’ host, or the
Bull System Manager server is not allowed to access thru snmp the
’BSM-W’ host or the oid is not correct
```

The problem is that the snmp agent does not respond with this form of oid “MYLEXRAID-MIB::a7ReadRequests.0.0.1”

Workaround:
To access the MIB, copy the oid [a string with numbers only, e.g. “.1.3.6.1.4.1.608.1.17.1.5.0.0.1”] and paste it in the “oid” field of the Web Configuration GUI.
Test it with the “Test filter” feature.

4.3.15 Reporting: Legend Length

RESTRICTION:
Reporting indicator legend length is ≤ 16 characters.
4.3.16 Reporting: Duplicate Objects in elementList - No Object Type Specified

**ISSUE:**
After migration, during map edit, a selected list with duplicate objects (of different types) may appear with the same coordinates BUT the maps list does not indicate these duplicate objects in the `elementList`. This arises when the `elementList` contains an object that has the same name as another object of a different type.

**Workaround:**
Edit the map and select the adequate object with the right type. Remove the inadequate object from the select list. The maps list now displays an `elementList` with objects and their type.

4.3.17 Logout procedure

**ISSUE:**
Message “Unable to perform the logout procedure. You must enable the Popup Window in your browser”.
The browser does not allow popup windows. See Web Browser Options for Controlling Popups on page 6 to configure your browser and the paragraph below to clean your environment.

4.3.18 PHP Session

**ISSUE:**
I cannot modify my configuration because a session is already open, although no one else is connected.
A previous PHP session has not been destroyed. This problem can occur when:
- The browser does not allow popup windows. See Web Browser Options for Controlling Popups on page 6.
- A user has closed the configuration window before the page loaded completely.

**Workaround:**
If you are sure that no one else is connected, proceed as follows:
Use the **Session Utility** in the Configuration GUI to force the `read/write` access rule.

If the problem is not resolved, proceed as follows:
1. Leave the current Configuration GUI.
2. From the Bull System Manager Server host, remove the session file (sess_bsmconfig*) located in the following path:
   `<Bull System Manager install directory>/core/share/bsmConfig/rw`.
3. From the Bull System Manager Server host, remove all files in the following path:
   `<Bull System Manager install directory>/core/share/bsmConfig/rw`.
4. Re-launch the Configuration GUI.
4.3.19 Connection via Anonymous Proxy and PHP Session Identification

RESTRICTION:
The management of concurrent access is not guaranteed if the Internet connection uses an anonymous proxy (hiding the IP address of the HTTP client).
The Configuration Tool Web GUI uses the IP address of the current client as session identifier. In the case of anonymous proxy, the IP address obtained is not the client’s IP address, but the proxy’s IP or random address. If two clients use the same anonymous proxy, their session identifiers may be identical, potentially leading to a problem.

4.3.20 Discovery

ISSUE:
I cannot discover, on a Linux Bull System Manager server, a “Windows Server 2003 x64 Edition”.

Workaround:
Extract the contents of the `<install_dir>/core/share/bsmConfig/nmap_fingerprint` file and put it at the end of the `nmap-os-fingerprints` file installed on your Linux Bull System Manager.

ISSUE:
When launching a discovery with a “*” subnet definition like 149.187.6.*, the html page does not end and the hourglass continues to run.

Workaround:
Split the discovery into two discoveries: Replace 149.187.6.* by 149.187.6.0-125 and 149.187.6.126-255.

ISSUE:
HMC V7 are not discovered. Only hmc version 3.3.7 or 6.1.3 are discovered

Workaround:
Create the host with BSM configuration tool.

4.3.21 Notification by email

ISSUE:
On Windows, e-mail notification does not work if the server mail name is incorrect.
When the server mail name is incorrect, the following error appears in the `<BSM installation directory>/engine/var/log/Bull System Manager nagios.log` file:

```
Error sending message, child exited 1 ()
Signal 11
```

Workaround:
Correct the server mail name in Bull System Manager Configuration.
4.3.22 Configuring NovaScale R400 Series Hosts

**ISSUE:**
The “System Management” set up tool (from the NEC EXPRESSBUILDER CD-ROM) does not allow the modification of the default User ID, set to “MWA”, used for the connection to the Baseboard Management Controller.

**Workaround:**
The “User” field in the “Out-of-band attributes” section of a Host, must be set to “MWA” when configuring NovaScale R400 Series Hosts.

4.3.23 Configuring Bull System Manager User

**ISSUE:**
The Users menu is no more available in the Console configuration part.

This menu has been moved in the `GlobalSettings` configuration part.

4.3.24 Blank page after clicking the OK button

**ISSUE:**
After clicking OK button to validate object edition, the next page displayed is blank. Click any menu leads to a page indicating that no object is defined.
This problem is probably due to allocated memory for PHP process exhausted.

**Workaround:**
Increase the maximum memory allocated to PHP process by changing the `memory_limit` directive in the `php.ini` file. Do not forget to restart the http server after changing `php.ini`.

4.3.25 No-objects found for Service or Host

**ISSUE:**
The Services or Hosts page indicates that there is "No-object" defined.
This indicates that a severe problem has occurred in BSM Configuration management repository, leading to the lost of mandatory object definition.

**Workaround:**
- If the problem occurs after an OK action, exit from the BSM Configuration without performing a Save&Reload action.
- If the problem occurs when launching the BSM Configuration GUI, retrieve the last backup of files:
  Replace the files localized under `<BSM installation directory>/core/etc/custom` by those localized under `<BSM installation directory>/core/etc/custom .backup`.
If the problem persists, consult your Bull Support.
4.3.26 Message "The website cannot display the page"

See the section Blank page after clicking the OK button, on page 24.

4.3.27 BSM Configuration specific behavior from Topology tab to Supervision tab

StoreWay or Device hosts BACKWARD LINK from Supervision to Topology leads to the Topology/"All Defined hosts" pane instead of their own contextual Topology panel.

4.3.28 Add a category from an unused category template

The category Internet is always displayed in the unused category list even if it is still used.

4.3.29 Mixed objects type between Categories and Services

NOTE:
A cluster service generated from a topologic cluster definition and marked as a generated service can be integrate in a user created Category which is not marked as a generated category.
This mixing will create no issue in the configuration and is supported by BSM.

4.3.30 Global setting/BSM server netname

NOTE:
During the installation the local server hostname is used to set the configured netname of the BSM server. If this netname is not resolved by the targeted servers, don’t forget to change it via the BSM Configuration WEB GUI.
4.3.31  Console configuration: User views

RESTRICTION:
The user views are no more supported in the release BSM 1.1.  
The BSM 1.0 user defined views are not migrated and are lost.

ISSUE: A consequence of this above restriction can be detected in the console with the following error:

![Console error](image)

This is due to the fact that the no more supported user view was the default one the BSM console had to launch.

Workaround:

Use BSM Configuration WEB GUI to select another proposed system view to replace the user one.

4.3.32  Reportingperf_indic monitoring service template

ISSUE: This template proposes only to monitor relative values (in %). How can we monitor absolute values?

Workaround:

check_mrtg usage is as follows:

```
check_mrtg -F log_file -a <AVG | MAX> -v variable -w warning -c critical [-l label] [-u units] [-e expire_minutes] [-t timeout] [-v]
```

The first parameter “-a AVG” can be replaced by “-a MAX” and do not forget to replace relative threshold options (-w and -c) by absolute values, along with the label and unit options (-l and -u).
**Chapter 4. Problems: Solutions and Workarounds**

**4.4 Bull System Manager Console**

**4.4.1 No Bull System Manager Authentication on Windows Local Server**

**ISSUE:**
On a Windows 2000 Bull System Manager server, when you locally call the Bull System Manager console with IE via IIS, the user/password is not requested and the web server uses your current Windows session context.
In IE configuration, the Security/Custom option is set to “Automatic logon”.

**Workaround:**
In order to enable a user/password request and to be able to connect with another user than the current one, you MUST set the Security/Custom option to “Prompt for user name and passwd”.

**4.4.2 Cohabitation with PAM**

**RESTRICTION:**
The PAM Web GUI does not work with the Netscape Browser.
If a NovaScale 5000 & 6000 Series platform is included in the Bull System Manager configuration, please remember that the PAM Web GUI requires an Internet Explorer 6 or Mozilla 1.5 browser. The PAM Web GUI does not work with other browsers (e.g. Netscape).

**4.4.3 Linux Web Browser**

**RESTRICTION:**
Only the Mozilla 1.4.3 Web browser (or higher) is supported by Bull System Manager on Linux.

**4.4.4 Monitoring**

**ISSUE:**
Service Node status is not the same in the management tree and in the application frame.
This may be due to a synchronization delay between the management tree and the status shown in the Console application frame.
Please note that service nodes are not updated when you click a category node in the management tree.

**ISSUE:**
With a Linux BSM server, the METROLOGY.exportToNotify monitoring is always in a UNKNOWN state and shows the following information error: “(Return code of 9 is out of bounds)”.
This issue occurs only with a Linux BSM server and is due to a bug in the Nagios plugin: “check_exportMRTG”.

Workaround:
To correct this bug:
Edit the <BSM server directory>/engine/nagios/libexec/check_exportMRTG file.
And add the following line: “use Cwd;” just after the line: “use strict;”.
Save the file and it should works !

ISSUE:
On Windows, the message “Could not open command file /var/spool/bsm_nagios/nagios.cmd” is displayed when you try to execute a command.
Workaround:
- Stop the CYGWIN IPC daemon service with the Service Control Manager. Stopping this service will automatically stop the Bull System Manager nagios service.
- Restart monitoring:
  Click Start->Programs->Bull System Manager Server->Control->Start Monitoring

RESTRICTION:
The Bull System Manager Internet.HTTP* monitoring services check a specific string occurrence only for the first 10000 characters of the targeted HTML page.

ISSUE:
Availability page related to a service displays '(null)' in Information field of the Event Log Service Entries
At first start of the BSM Server (after installation), all the services status are logged as OK, with no information set. The next check of the service will correctly set the status and the associated information.

ISSUE:
Some entries displayed in Event Log Service Entries of the Availability page are not displayed in the Alert History page.
For most services, alert notification is sent only when the status has changed, not when the Information field is updated.

4.4.5 Alert Viewer

ISSUE:
I lose my filter data when the Alert Viewer application is automatically refreshed before completing filter modification.
This is due to the Alert Viewer “sensitive information” policy, which launches an automatic refresh every 2 minutes.
### 4.4.6 Management Tree

**ISSUE:**
The Bull System Manager Console is displayed without the Management Tree with the error message “No Java Runtime Environment available!”.  

**Workaround:**
Verify that Java is activated for your browser:  
For Internet Explorer: Tools→Internet Options→Advanced: check Use JRE  
For Mozilla : Edit→Preferences→Advanced: check enable Java

### 4.4.7 Map Environment

**ISSUE:**
From the Configuration Web GUI, I have configured new maps and removed some other maps (Console/maps), but when the map environment is selected, Bull System Manager Console has not automatically refreshed the "select box" map area.  

**Workaround:**
Exit the Bull System Manager Console and restart it using the “start console” button in the Bull System Manager home page.

### 4.4.8 Remote Control

**ISSUE:**
VNC web access does not run from a host Operation menu. A Gateway Timeout error is shown.  
This happens when a proxy filters TCP ports access.  

**Workaround:**
You MUST configure the used 5800 TCP port access or unconfigure the proxy in the web browser.

**ISSUE:**
Unable to launch a manager web GUI from the Bull System Manager console menu Operations/storage with IE.  

**Workaround:**
The name of the manager is used for the title of the web GUI popup. Unfortunately, certain characters are forbidden with IE, such as ‘ ’ (space) or ‘-’ . Ensure that the name of the manager does not contain a forbidden character.
4.4.9 ToolBar

ISSUE:
The configuration tool call does not work. When I click the configuration tool icon, the Web browser appears with an error message. The Bull System Manager Server hostname (present in the called URL) may not be resolved on the Bull System Manager Console host.

Workaround:
You can add the hostname to the Console host “hosts list configuration” (DNS, hosts file...).

ISSUE:
From the Console Configuration Web GUI, I have specified an application running a Windows local command with a parameter containing a Windows path with “\” characters. The “\” characters disappear when I launch my application from the Console application tool bar and the command is not executed correctly.

Workaround:
The “\” character has a specific meaning. When you specify the local command in the Configuration Web GUI, you have to protect your “\” characters by duplicating them as “\\”.
The command name must be a single command name. It must not contain a Windows or Linux path. The command name must be in the PATH environment variable. Example:

```plaintext
notepad.exe C:\\Program Files\\Bull\\ ..... 
```

ISSUE:
From the Configuration Web GUI, I have configured new applications (Console/Applications), but Bull System Manager Console has not automatically refreshed the “other Tools” area.

or

Even when a correction has been made to Bull System Manager Config, the following error message popup appears: “Local command: xxx Unable to execute: xxx”

Workaround:
Exit from the Bull System Manager Console and close all current browser windows. Then re-launch the Bull System Manager home page and restart the Console using the “start console” button.
### 4.4.10 Users & Roles

**ISSUE:**
From the Configuration Web GUI, I have added my “XYZ” user associated with a role, but Bull System Manager Console still reports that I am not registered.

or

From the Configuration Web GUI, I have modified the role of my user, but Bull System Manager Console has not taken it into account.

This is due to Internet temporary file management at applet level (console binary code).

**Workaround:**
Stop and re-launch your Web Browser to load new configuration information.
If the problem persists, it may be due to cache management at WEB proxy level.

**ISSUE:**
I am unable to use my Windows 2000 Domain user to access Bull System Manager Console or the Configuration Web GUI.

This behavior is specific to a Bull System Manager Server, installed on a Windows 2000 OS and running with Apache.

**Workaround:**
In this case, you have to use a Server Local user instead of a Domain user. Example: `My_Server\my_user` instead of `My_Domain\my_user`

### 4.4.11 Reporting

**ISSUE:**
For Bull System Manager server on Windows, the names of hosts and indicators listed by Bull System Manager Console Report are displayed in lowercase in the Bull System Manager console even if they contain uppercase characters in Bull System Manager configuration.

This is due to the MRTG product on Windows, used by Bull System Manager server to generate reports.

**ISSUE:**
The MRTG process does not run after a Save & Reload and the following error message appears:

```
ERROR: The Bull System Manager MRTG service is not started.
```

This is certainly due to the fact there are two reporting indicators defined with the same name.

**Workaround:**
In this case, you have to delete or rename one of both from the configuration Web GUI and redo the “Save & Reload”.
ISSUE:
With IE, the print function proposes three options: “As laid on screen”, “Only the selected frame”, and “All frames individually”. When “Only the selected frame” is chosen, all frames are printed, as with the “All frames individually” option.

Workaround:
With IE the best use of the print function is to choose the “As laid on screen” option.

ISSUE:
Unable to print from the Bull System Manager console with Internet Explorer. When I click the print icon, an error popup appears with the message:

"Code : 0  URL : res://C:\WINDOWS\system32\shdocvlc.dll/preview.dlg"

Workaround:
Disable the third-party browser extensions:
• on Internet Explorer click Tools -> Internet Options -> Advanced
• then turn the “third-party browser extensions” option off.
4.5 Bull System Manager Server

4.5.1 Migration / Uninstall

ISSUE:
I get the following message when I install, update or remove Bull System Manager Server on a Windows platform:

Bull System Manager is running.
Stop Bull System Manager services and start the installation/uninstallation again.

This message appears when the Bull System Manager monitoring server or a cygwin process is running (or one of its sub-processes).

Workaround:
If the message does not disappear after several attempts, you MUST reboot the server and re-launch the installation procedure.
And…If this is not sufficient, you can rename the “…/engine/bin/cygwin1.dll” file and rtry to migrate Bull System again.

4.5.2 Java Runtime Environment

ISSUE:
After replacing a JRE version with a new version (Sun, BEA, IBM, or other), the Bull System Manager Server takes the change into account if you modify the BSM_JAVA_HOME environment variable with the new JRE installation directory.

Workaround:
On Windows, change the BSM_JAVA_HOME system variable by clicking Control Panel/System/Advanced/Environment Variables.
On Linux, change the BSM_JAVA_HOME system variable in the /etc/bsm.profile file.

4.5.3 Server Control

ISSUE:
I get the message “Could not open command file” when I perform the “Restart the Monitoring Server” command from the Monitoring/Control panel in the BSM Console.
This behavior is due to the fact that commands in Control panel are effective only if the Monitoring Server is started.

Workaround:
When the Monitoring Server is stopped, the only way to "restart" it is with the Bull System Manager/Control/Start menu, available on the system desktop.
4.5.4 Monitoring

ISSUE:
I have an unexpected INDETERMINATE value for the status of a service in a trends or availability report.
When the status of a service has not changed for a very long time, status information can be lost because of the limited number of archives that the server uses to search this value.

ISSUE:
I have a CRITICAL status for an Internet.HTTP monitoring service of a host on which an HTTP server is normally active.
The HTTP server of this host is probably configured with a non-standard TCP port (not 80).

Workaround:
Refer to Chapter 5 of the Administrator’s Guide to see how to:
• Unconfigure the HTTP monitoring service for this host in the Bull System Manager Configuration Web GUI.
• Clone the HTTP_BSM monitoring server by:
  − Naming this service HTTP_<portNumber>
  − Changing the check command parameter list to: <portNumber>!/!/!!
  − Set the hostlist expression with the host name.

ISSUE:
The Bull System Manager SNMP trap receiving mechanism does not work on a Linux machine.

This problem may be due to the use of an incorrect “perl-Config-IniFiles” package (Release 2.37).

Workaround:
Download the correct PERL package: perl-Config-IniFiles (Release 2.38 or higher ) from the download/tools menu on http://support.bull.com/ols/product/platforms/ns/BSM
(Note: Do not forget to use your Bull login) and replace Release 2.37 with a higher Release.

The problem may also arise if the snmptrapd process is not started or started with wrong arguments (not BSM arguments). Use the ps −edf command to check that snmptrapd is running.

Workaround:
If the snmptrapd is not running, check whether there is an error in the file /opt/BSMServer/engine/tmp/snmptrapd.log. If the error is, port 162 is already in use, check whether another application has taken the port or reboot the machine.

If snmptrapd is running, check whether it has been launched as follows:
/usr/sbin/snmptrapd -C -c /opt/BSMServer/engine/etc/snmp/snmptrapd.conf -On -t -Lf /opt/BSMServer/engine/tmp/snmptrapd.log
If it is not the case, kill the running snmptrapd process, launch the BSM configuration tool, modify an object and launch Save and Reload.

**ISSUE:**
The monitoring service “FileSystems.All” is always UNKNOWN with the information message string “d filehandle LOCK at /opt/BSMAgent/…./check_disks.pl line 71 …” This problem is probably due to incorrect rights (not rw) for the /tmp directory containing the lock file used by the check_disks.pl Nagios plugin on the remote targeted Linux server.

**Workaround:**
Change the rights of this /tmp directory on the targeted Linux server. Set the “rw” rights for all users.

**ISSUE:**
Services using the check_IPMI_sensor command may display more or less frequently a status UNKNOWN with Information field: Service Check Timed Out, or ERROR: Activate Session command failed (or Unable to establish LAN session …). This problem is probably due to network problems that cause timeout on IPMI requests sent over LAN.

**ISSUE:**
Services using the check_IPMI_sensor command may display a status UNKNOWN with Information field: Locating sensor record….
This message occurs when the requested sensor record could not be found in the SDR repository. This may be due to an erroneous sensor name, or to network problems that cause timeout on IPMI requests sent over LAN.

**ISSUE:**
On Windows, check commands scheduling does not work for a long time
If the last check displayed in the status report has not changed for a very long time, and if the following file
<BSM installation directory>/var/log/Bull System Manager/nagios log
contains messages like :
The check of service …. looks like it was orphaned (results never came back ). I’m scheduling an immediate check of the service…

**Workaround:**
Set the directive max_check_result_file_age to 0 instead of 3600 and reload the nagios configuration.
To reload nagios configuration, launch BSM configuration tool, edit/modify an object and Save & Reload the configuration.
4.5.5 Notifications

RESTRICTION:
The hostname does not appear in the email sender.
For notification by email, the email sender displayed in the Mail application differs according to the Bull System Manager server operating system.

Linux:
The email sender is Bull System Manager - <hostname>, where <hostname> is the DNS name of the Bull System Manager server, EXCEPT for the SuSE distribution where <hostname> is bsmuser.

Windows:
The email sender is Bull System Manager - <hostname>, where <hostname> is the DNS name of the Bull System Manager server.

Workaround:
To display hostname information in the email sender, change the current description field of the bsmuser user in the /etc/passwd file by Bull System Manager - <hostname>.

ISSUE:
No notification is sent for some services, despite the fact that notifications are enabled for them.
If the host is down, no notification is sent for hosted services. This may always be the case for a host defined with no valid IP address (often used to represent the hardware part of a machine).

Workaround:
To enable notification for services on a host with no valid IP address, set a valid IP address or disable host checking by editing the supervision feature of the corresponding host (see Chapter 4 of the Administrator’s Guide.)

4.5.6 Hardware Management GUI

ISSUE:
The FRU description of DIMM devices of Express 5800 servers may be erroneous when servers are powered off.
No Workaround for this BMC issue is currently available.

RESTRICTION:
If the Management Server is an Express 5800 server or a NovaScale 3000, 4000, T800, or R400 series server, Remote Hardware Management commands cannot be used to access this Management Server’s Hardware Manager.

Note
This restriction also applies to the Remote Hardware Management Command Line Interface.
4.5.7 Bull System Manager and Hardware Manager Cohabitation on Windows or Linux

RESTRICTION:
Windows:
The reception of SNMP traps fails if ESMPRO manager is installed and started on Bull System Manager Server. To allow the reception of SNMP traps by Bull System Manager, stop the ESMPRO NVBase service.

ISSUE:
Linux:
The reception of SNMP traps may fail, because of a conflict between the following applications:
- Bull System Manager Server:
  The snmptrapd service is launched when the SNMP Control/enable is set to ‘yes’ (action activated by Bull System Manager configuration).
- ISM Alert Viewer
These two applications receive SNMP traps on the same IP standard port: 162. The first application launched is the winner. Other applications cannot use this port.

Workaround:
To allow the reception of SNMP traps by Bull System Manager and by ISM Alert Viewer, you have to:
- Create a new <Directory path>/snmptrapd.conf file containing the following command:
  
  ```
  #!/bin/bash
  export SNMPCONFIG="snmptrapd.conf"
  export TRAPDISP=traphandle
  trapDispatcher.sh
  ```

  The trap_dispatcher.sh command sends the SNMP trap to Bull System Manager and to the specified argument:

  
  ```
  /usr/local/ism/bin/LanAlertMgr
  ```

  - Launch the command snmptrapd as follow:

    ```
    snmptrapd -c <Directory path>/snmptrapd.conf -On
    ```

  Note: This rule is generic for all tools using the standard SNMP trap port.
4.6 Bull System Manager Server Add-ons

4.6.1 Uninstallation

**ISSUE:**
After uninstallation of an Add-on, the graphs of indicators are not updated for indicators automatically removed by uninstallation process.

**Workaround:**
The graphs must be edited with the BSM Configuration for removing the obsolete indicators.

4.6.2 BSMJOnAS

**RESTRICTION:**
The monitoring of JOnAS version >= 5 is not supported by BSMJOnAS add-on.

4.6.3 BSMGAMTT

**ISSUE:**
The third-party product works correctly but Bull System Manager associated monitoring services are still in UNKNOWN status.
The SNMP interface (used by Bull System Manager) does not work for this OS.

**Workaround:**
There may be an SNMP configuration issue. Check the corresponding system SNMP service properties on Windows, or the snmpd.conf file on Linux. Then try to “walk” the GAM SNMP agent with an SNMP manager such as SNMPUTIL.EXE command for Windows or snmpwalk command for Linux.

4.6.4 BSMDD4A

**ISSUE:**
My “foo” dynamic domain associated with a “foo” user seems to have CPU activity even if there is no “foo” active process.
Some system daemon processes exist, which can use a CPU even if it is dedicated to “Dynamic Domains” associated with another specific User.

**RESTRICTION:**
I have two different Bull System Manager servers surveying the DD4A of a same target. One of these servers still has an UNKNOWN status for its DynamicDomains monitoring services.
There is a concurrent access issue in the DD4A webmin module.
### 4.6.5 LsiCIM

**ISSUE:**
LsiCIM.RaidStatus returns are in UNKNOWN status with the message “unable to connect to the CIM provider” whereas the LSI CIM Provider has been started.

**Workaround:**
The Lsi CIM provider has failed (check it by trying a connection with the Lsi CIM Browser).

**RESTRICTION:**
The Lsi CIM Provider is not currently operational on a Linux IA64 platform.

### 4.6.6 BVS

**ISSUE:**
Unable to call the Bull Video Server Web server.

**Workaround:**
The Bull Video Server Web server must be configured to allow non-secure HTTP access from the BSM server.

**RESTRICTION:**
BSMBVS supports only BVS version 4.0 and non-secure HTTP access to Bull Video Server Web server.

**ISSUE:**
No BSMConsole/Operations menu to connect to administration Web pages of BVS.

**RESTRICTION:**
BSMBVS does not support BSMConsole/Operations menu in this release. This feature may be included in a global solution of accessing BVS Web server for Linux and Windows in a future release, if demanded.

### 4.6.7 StoreWayFDA&Optima

**ISSUE:**
BSMConsole/Operations menu to connect to StoreWayFDA&Optima administration Web pages not operational.

**RESTRICTION:**
The connection to the administration Web pages through BSMConsole/Operations menu of some StoreWay FDA or Optima storage systems may not be operational due to a bug in their firmware release.
RESTRICTION:
The SSL mode to access HNMaster application is not supported on Windows platform.

Workaround:
The HyperNova server can be configured to allow non-secure HTTP access from the BSM Server.
The following firewall rule must be added:

```
iptables -I INPUT -p tcp --dport 80 --source <BSM-addr> -j ACCEPT
```

Do not forget to save the rules:
```
service iptables save
```
4.7 Bull System Manager Agent

4.7.1 Linux Agent

**ISSUE:**
I cannot unmount my "/mnt/cdrom" after NovaScale Linux Agent installation from the CD-ROM. I get the busy error message.

This problem may be due to the Agent installation launching the bsm_webmin service from the rpm package with a path link that locks the mount "/mnt/cdrom".

**Workaround:**
To resolve this problem, you MUST stop and re-start the bsm_webmin service from the Service Control Panel. You can unmount your CD-ROM drive.

4.7.2 Windows Agent

**ISSUE:**
The “EventLog/Application” monitoring service of a Windows host is often in the CRITICAL or WARNING state because of event ID 2003, which appears in the Windows EventLog.

The following information is from support.Microsoft.com Web site:

It appears in the NT EventLog, the event ID 2003 warning message with the following text:

The configuration information of the performance library “C:\WINNT\system32\w3ctrs.dll” for the “W3SVCS” service does not match the trusted performance library information stored in the registry. The functions in this library will not be treated as trusted.

The configuration information of the performance library “C:\WINNT\system32\infoctrs.dll” for the “InetInfo” service does not match the trusted performance library information stored in the registry. The functions in this library will not be treated as trusted.

The configuration information of the performance library “C:\WINNT\system32\aspperf.dll” for the “ASP” service does not match the trusted performance library information stored in the registry. The functions in this library will not be treated as trusted.

**Workaround:**
To resolve this problem, run the following commands at a command prompt in the %SystemRoot%\System32 folder to unload and reload the IIS performance dynamic-link libraries (DLLs). Warning messages will no longer be logged:

```
unlodctr w3svc
unlodctr msftpsvc
unlodctr asp
unlodctr inetinfo
lodctr w3ctrs.ini
lodctr ftpctrs.ini
lodctr axperf.ini
lodctr infoctrs.ini0
```
Restart your computer for the changes to take effect.

**ISSUE:**
The “EventLog/Security” monitoring service of the Bull System Manager Server host is often in the CRITICAL or WARNING state because of events ID 680, 538, 540 and/or 576, which appear in the Windows EventLog for a Windows 2003 host. This is caused by the default audit of the successful user connection via the Web server.

**Workaround:**
Change the auditing policy for connection events. To define or modify auditing policy settings for an event category on the local Web server, proceed as follows:

1. Open Administrative Tools.
2. Click Local Security Policy.
3. From the Bull System Manager Console tree, click Local Policies → Audit Policy.
4. In the details pane, double-click the Connection category to change auditing policy settings.
5. In the Connection Properties page, deselect the Success check box to disable audit on successful attempts.
6. Click OK.

**ISSUE:**
Windows category (EventLog, SystemLoad ...) monitoring services are always in an UNKNOWN state. This may be because the Bull System Manager monitoring agent is not running or is blocked.

**Workaround:**
To resolve this problem go to the target Windows server and start or restart the “Bull System Manager Monitoring Agent” service.

**ISSUE:**
Monitoring of Windows services or Inventory of Windows Operating System may return with CONNECTION ERROR – RECEIVE FAILURE : recv – Connection reset by peer … This may be because the Bull System Manager monitoring agent or the Bull System Manager Management Agent is blocked.

**Workaround:**
To resolve this problem go to the target Windows server and stop/start the “Bull System Manager Monitoring Agent” and “Bull System Manager Management Agent” services.

**4.7.3 SNMP Trap Receive**

**ISSUE:**
SNMP traps are sent to Bull System Manager but are not seen in the monitoring Console.

**Workaround:**
Check that the network name configured for the sender (Host, Manager…) is the default network name used by the OS (especially if this host or manager is connected to several networks).
4.8 Remote Hardware Management CLI

4.8.1 NovaScale R400 Series Server

**ISSUE:**
The “System Management” set up tool (from the NEC EXPRESSBUILDER CD-ROM) does not allow the modification of the default User ID, set to MWA”, used for the connection to the Baseboard Management Controller.

**Workaround:**
In order to remotely access certain NovaScale R400 Series Servers, the “user” argument to be used in the NovaScale Hardware Management commands must be specified with “-u MWA”.

4.8.2 NovaScale 3005 Series Server

**ISSUE:**
The bsmсол.sh command used to establish a Serial-over-Lan session on a NovaScale 3005 series server fails and the following error message appears: “ERROR: Info: cannot activate SOL payload with encryption”.
This error message appears when the Baseboard Management Controller firmware supports encryption (authentication, integrity and confidentiality algorithms).

**Workaround:**
In order to establish a Serial-over-Lan session on a NovaScale 3005 Series server that supports encryption, use the “-C 3” argument (as Cypher Suite ID 3) in the bsmсол.sh command. Problems
4.9 Specific to IA64 or x64 Platforms

4.9.1 Bull System Manager Server

RESTRICTION (Windows 2003 configuration):
No host is discovered when I click the "hosts discovery" button.
This is a Configuration Tools functional restriction on Windows 2003 IA64 platforms.

ISSUE:
After installation of Bull System Manager Server, the Bull System Manager Server host is configured as an IA32 host by default.

Workaround:
Change the default host type of the server host, via the WEG GUI configuration tool.

4.9.2 Bull System Manager Console

ISSUE:
The Bull System Manager Console does not work fully with my Internet Explorer or Mozilla browser on an IA64 or x64 platform (Windows or Linux), or:
The Bull System Manager Console has no Local application tools in its Toolbar on a Bull Linux AS platform.
There are blocking issues with Java plug-in 1.4.2 on IA64 or x64 OS environments. Nevertheless, except the management tree and the local commands buttons in the toolbar, all the other parts of Bull System Manager can be used.

Workaround:
You can use an ia32 WEB browser (IE or Firefox) and an ia32 release of the Java plug-in to benefit from full console functionalities.
Appendix A. Installing Management Server without install_server.sh

A.1 Packages

Management Server comprises three packages to be installed in the following order:

1. **Java Runtime Environment**
   required by the Bull System Manager Server infrastructure.

2. **Bull System Manager Server**
   containing the infrastructure and services in charge of collecting and operating management data.

3. **Bull System Manager Webinstall**
   containing the Bull System Manager components downloadable from the Bull System Manager WEB Server.

A.2 Installation Process

If the install_server.sh command does not work on your Linux distribution, proceed as follows to install Bull System Manager Server:

1. Login as root.

2. Install the **Java Runtime Environment** if required by launching the following commands:

   ```
   cd <CD-ROM mount point>/product/java/linux/
   rpm -Uhv jre-1_5_0_06-linux-i586.rpm (for Linux 32bits)
   ```

   **Note** Install for instance in the `/usr/local/bull` directory.

   Once Java is installed, set the JAVA_HOME environment variable to the Java installation directory in the `/root/.bash_profile` file:

   ```
   export JAVA_HOME=/usr/java/jre1.5.0_06 (for Linux 32bits)
   ```

3. Install Bull System Manager Server by launching the following commands:

   ```
   cd <CD-ROM mount point>/product/server/linux/ker2.4.21+
   rpm -Uhv BSMServer-1.1-n.rpm
   ```

   The distribution directory depends on the Linux kernel version. From 2.4.21 to higher Linux kernel versions: `linux/ker2.4.21+

   **Note** The Linux kernel is obtained with the `uname -a` command.
4. Install Bull System Manager Webinstall by launching the following commands:

```
cd <CD-ROM mount point>/product/server/linux
rpm -Uhv BSMWebinstall-1.1-n.rpm
```